ABSTRACT

A system and method including telephony controls for handling telephony applications on a personal computer with integrated telephony capabilities is provided. The telephony controls include a hook switch, a talk button, a speakerphone button, a mute button, a flash button, a conference button, a microphone button, and a voice mail button. There may also be other telephony control buttons such as an optional record button in close proximity to the telephony controls for use in responding to voice mail. An indicator light may be located adjacent to or integrated into each telecommunication control button. The system and method allow a number of user interaction scenarios with respect to real-time communications, including handling an incoming telephone call, making a telephone call, and handling voice mail.